ZEN

User's Guide

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The Software License Agreement can be found on the Installation and Applications CD.

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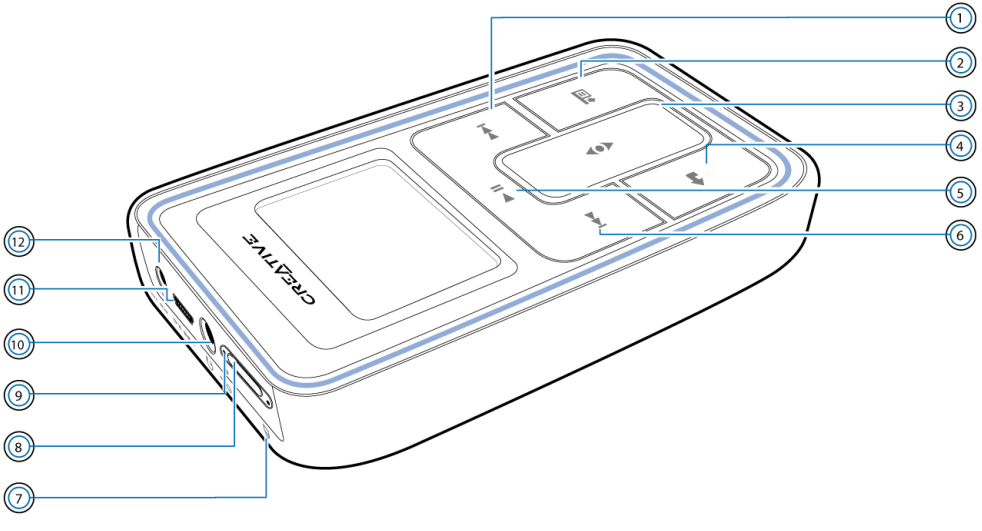
Zen at a Glance

After completing the setup instructions in the Quick Start booklet, take some time to read this User's Guide to learn how to get the most out of your player.

Zen



① Next/Fast-Forward button

Press this button to go the next track.
Press and hold this button to move forward within a track.

② Options button

Press this button to display the options available.

③ Vertical Touch Pad

Use the Vertical Touch Pad to scroll through and select menu items.
During playback, use the Vertical Touch Pad to adjust the volume.
For more information about using the Vertical Touch Pad, see "Vertical Touch Pad" on page 10.

④ Menu/Back button

During playback, press this button to display the main menu.
When scrolling though menu items, press this button to return to the previous menu.

⑤ Play/Pause button

Starts, pauses and resumes playback.

⑥ Previous/Rewind button

Press this button to go the previous track.
Press and hold this button to move back within a track.

7 Lock

Slide the Power switch towards the Lock icon to disable your player's controls.

8 Power switch

Turns your player on and off.

9 Microphone

Make instant recordings with this built-in microphone.

10 Headphone jack

Connect your earphones to this jack.

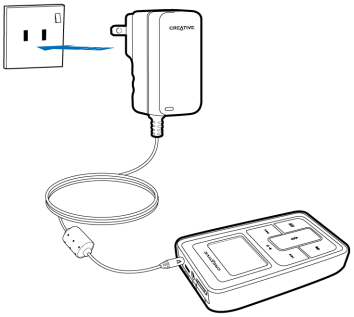
11 USB 2.0 port

To transfer music and data files, connect one end of the supplied USB cable to this port, and the other end of the USB cable to the your computer's USB port.

12 DC IN connector

To charge Zen's battery, connect one end of Zen's Power Adapter to this connector,

and the other end to a power outlet. Turn on the power outlet if necessary.

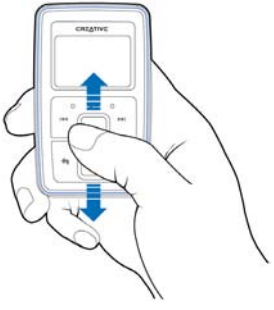


Turning Zen on and off

1 To turn on Zen, slide the Power switch towards the Power icon and hold it there until the LCD lights up.

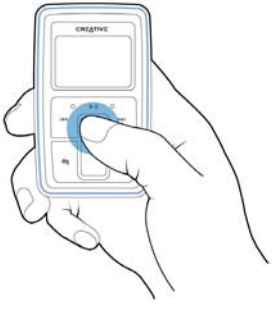
2 To turn off Zen, slide the Power switch towards the Power icon and hold it there until **Shutting down...** appears.

Vertical Touch Pad



Move your thumb up and down the Vertical Touch Pad to scroll through menu items.

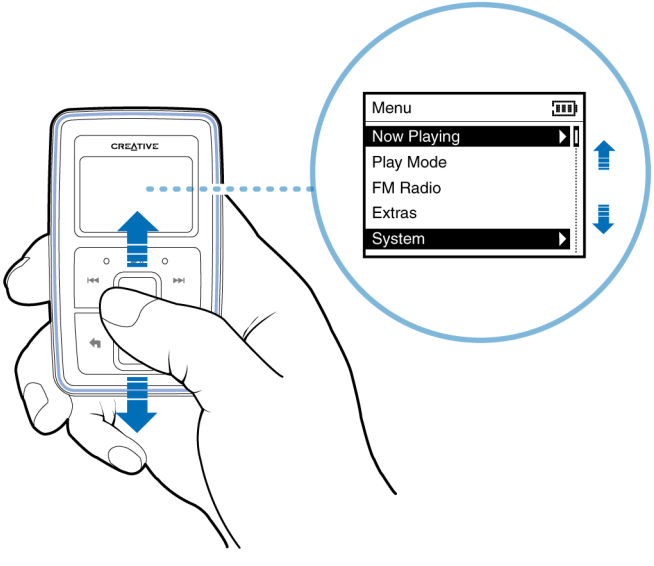
To rapidly scroll though menu items, hold down the top or bottom portion of the Vertical Touch Pad with your thumb.



To select a menu item, firmly tap the Vertical Touch Pad.

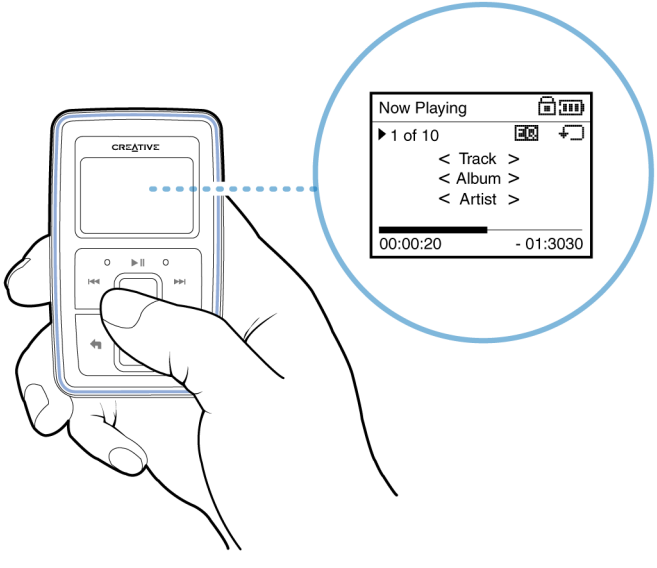
Main Menu

Press the Menu/Back button to view Zen's main menu. Move your thumb up and down the Vertical Touch Pad to scroll through menu items, and press the Menu/Back button to return to the previous menu or screen.



Now Playing screen

The Now Playing screen appears when you turn on Zen, when a song is playing, and when you select **Now Playing** in the main menu. When you see the Now Playing screen, move your thumb up and down the Vertical Touch Pad to adjust the volume. Status icons at the top right corner of the LCD indicate Zen's current settings and battery status.



NOTE When you see the Now Playing screen, firmly tap the Vertical Touch Pad to view the Selected Music screen. The Selected Music screen shows you your list of selected music tracks.

Main Applications

Creative MediaSource Player/Organizer and Zen Media Explorer applications are included with your player. These applications can be installed when you set up the Zen software on your computer.

Use Creative MediaSource Player/Organizer, if you:

- are new to digital music and intend to build up your MP3 or WMA library via CD ripping
- frequently need to playback or organize music in your computer
- require other features such as recording, audio conversion, Smart Playlist, CD burning and MusicStore services (available only in certain regions)

Use the Zen Media Explorer, if:

- you already have an extensive MP3 or WMA collection and/or another preferred media player
- Zen is your primary device for music playback
- you prefer to view or manage Zen as a removable disk drive in Windows Explorer

TIP Install and try using both applications to decide which application is more suitable for your needs.

Creative MediaSource

Use Creative MediaSource™ to import music into your computer and transfer it to Zen. Creative MediaSource is your digital music center for playing, creating, organizing and transferring digital music.

TIP By default, Creative MediaSource automatically starts when you connect Zen to your computer. You can disable this feature at any time. For more information, refer to Creative MediaSource's online Help.

Zen Media Explorer

Zen Media Explorer offers you the ease of managing music tracks and data files in Zen, in a Microsoft® Windows® Explorer environment.

Zen Media Explorer is included with your player and is installed when you set up the Zen software on your computer.

NOTE

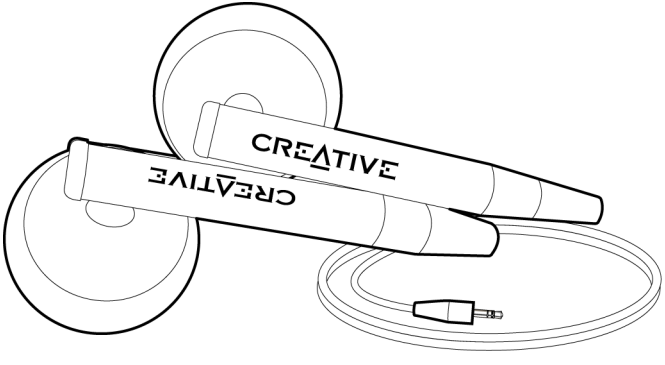
- After Zen Media Explorer is installed, the Zen Media Explorer icon appears in Windows Explorer under **My Computer**. When you connect your player to your computer, an icon representing your player appears under the Zen Media Explorer icon.
- To start Zen Media Explorer, click .

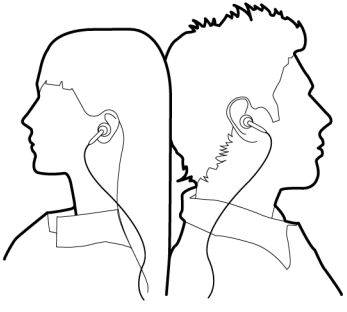
Accessories

Zen comes with some of the accessories described below. Accessories that are not included with your player may be available from your Creative Labs dealer or at our online store at www.creative.com.

Earphones

Zen's earphones feature dynamic bass response and enhanced audio clarity.

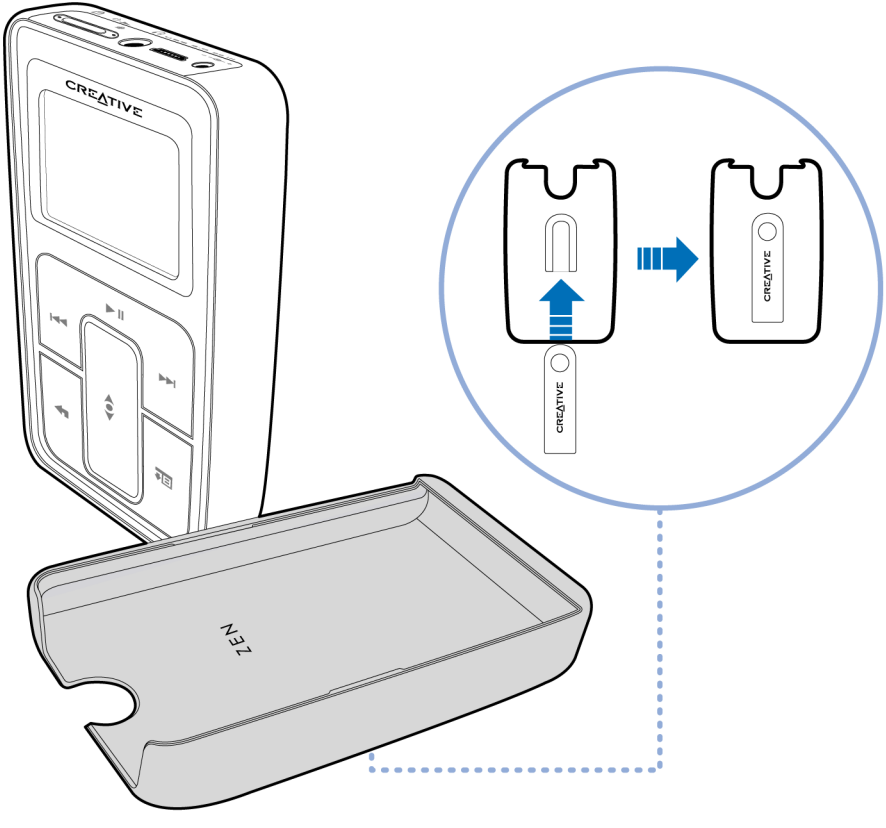




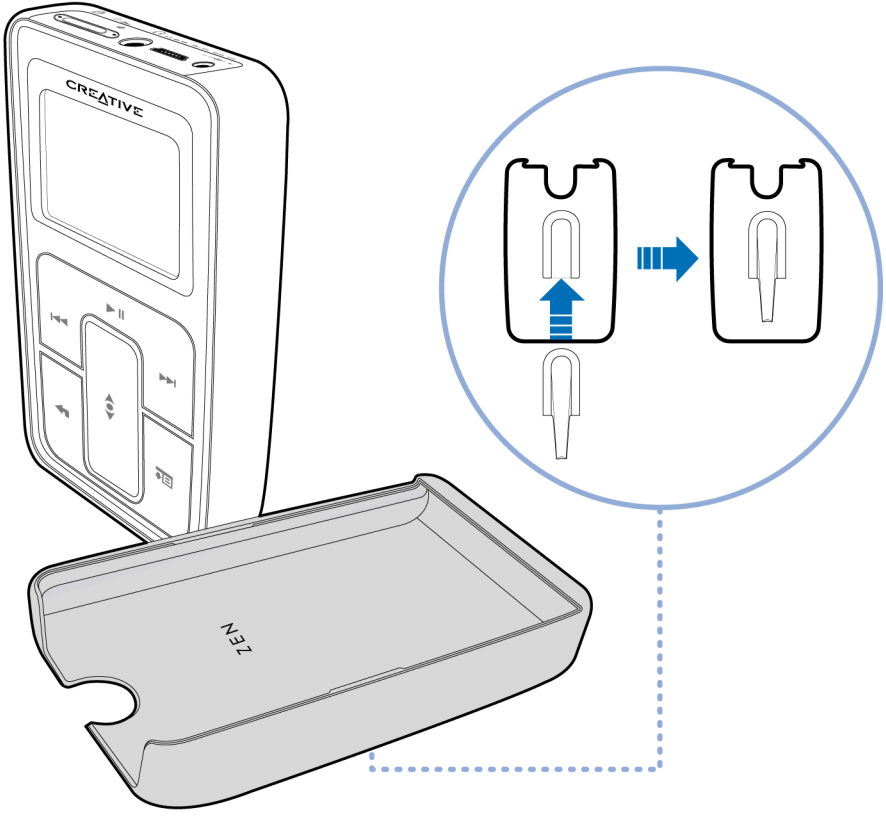
WARNING! For your safety and the safety of others, do not use your earphones while driving, cycling or any other activity that requires your full attention.

Cradle

Use Zen cradle with the belt clip for handsfree support.

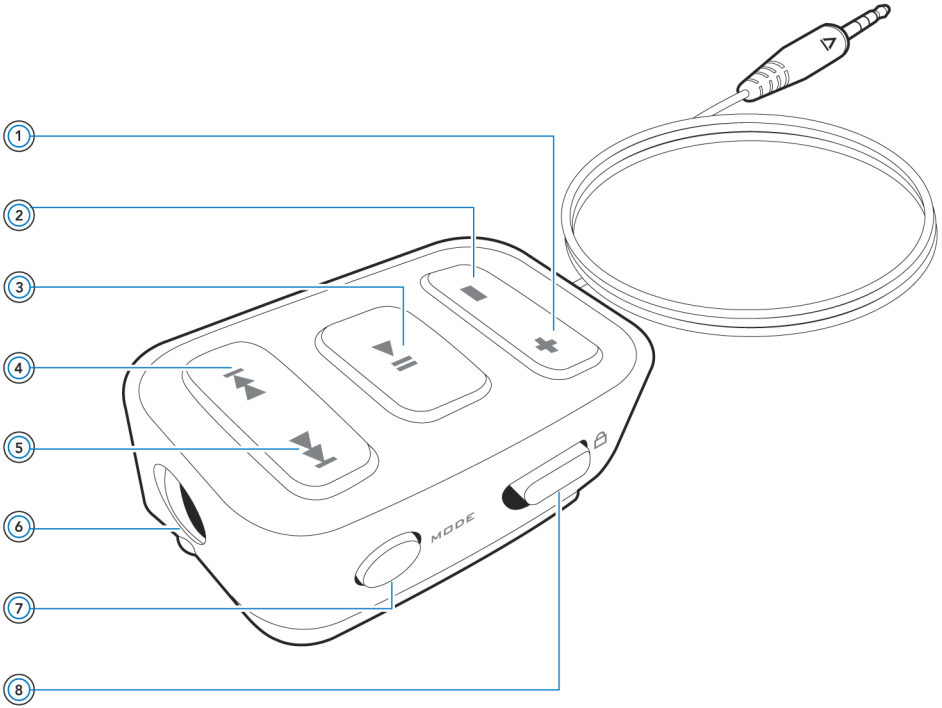


You can also use Zen Micro's cradle with the stand to rest Zen Micro on your desk.



Wired Remote Control

Zen's wired remote control gives you easy access to basic playback functions. Connect the wired remote control to Zen's Headphone jack.



NOTE Zen's wired remote control is available separately in selected countries.

+ ① **Volume Increase button**

Press this button to increase the volume.

– ② **Volume Decrease button**

Press this button to decrease the volume.

▶II ③ **Play/Pause button**

Starts, pauses and resumes playback.

|◀◀ ④ **Previous/Rewind button**

Press this button to go the previous track.
Press and hold this button to move back within a track.

▶▶| ⑤ **Next/Fast-Forward button**

Press this button to go the next track.
Press and hold this button to move forward within a track.

⑥ **Headphone jack**

Connect your earphones to this jack.

MODE ⑦ **MODE button**

Press this button to switch between the Now Playing and FM Radio modes.

⑧ **Lock switch**

Slide to the Lock position to disable the wired remote control.

Importing Music into Creative MediaSource

To listen to music on Zen, first import music into Creative MediaSource, and then transfer this music to your player. Music can be ripped from your CD collection, or downloaded from Internet music sites.

Importing existing music files into Creative MediaSource

1. Start Creative MediaSource.
2. If Creative MediaSource is in Player view, click the **Player/Organizer View** button to switch to Organizer view.
3. In the Task bar, click the **Import** button, and select **Import Tracks**.
   The Import Wizard dialog box appears.
4. In the **My Computer** panel, locate the track or folder you want to import, and then click the **Add File** or **Add Folder** button.
5. Click the **Continue** button and follow the instructions on the screen.

Importing music from audio CDs

WARNING! It may be illegal to encode MP3 or WMA files for trade or sale unless you have the express or explicit permission of the copyright holder(s).

To get music tracks from your CDs, you will need a CD-ROM or DVD-ROM drive that can extract digital audio data. Creative MediaSource reads the audio information on your CD and converts it to MP3 or WMA files using the bitrate you choose.

The standard bitrate of most MP3 files is 128 kbps, although some are set higher, at 160 or 192 kbps. The standard bitrate for WMA files is 64 Kbps. Using the standard bitrate will ensure that your MP3 and WMA files retain much of their audio quality. Higher bitrates will result in larger file sizes, but better audio quality.

The time needed to successfully extract audio from a CD depends on:

- CD-ROM/DVD-ROM drive speed
- defects, like scratches on the audio CD
- error-checking features on the CD-ROM/DVD-ROM drive
- bitrate selected for encoding

To rip an audio CD using Creative MediaSource

1. Start Creative MediaSource.
2. Insert an audio CD into your CD-ROM/DVD-ROM drive.
3. If Creative MediaSource is in Player view, click the **Player/Organizer View** button to switch to Organizer view.
4. In the **Sources** window, select **[d:] Audio CD** (replace **d:** with the drive letter of your CD-ROM/DVD-ROM drive).
5. In the Task bar, click the **Rip Now** button.

TIP

- If you have an Internet connection, you can set Creative MediaSource to automatically retrieve track information about the tracks being ripped, instead of manually entering this information. For more information about this feature, refer to Creative MediaSource's online Help.
- The default bitrate for ripping to MP3 or WMA files is 128 kps and 64 kps respectively. Higher bitrates yield better audio quality but result in larger file sizes. To change the default bitrate, refer to the Creative MediaSource Player/Organizer online help.

Shopping for music on the Internet

If you have an Internet connection, you can use a search engine to locate sites where you can purchase digital music content. Follow the instructions on these sites to download the music tracks to your computer.

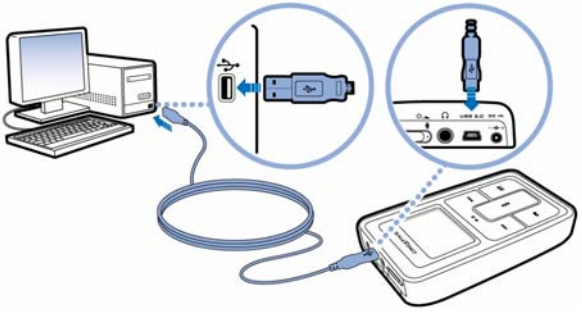
Once you have downloaded music tracks, you can import these tracks into Creative MediaSource using the **Import Wizard**.

Transferring Music to Zen

Music tracks that you transfer to Zen must be MP3 or WMA files if you want to play them back.

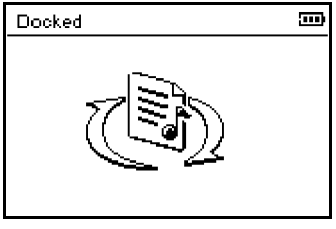
Transferring music tracks

1 Connect Zen to your computer's USB port with the supplied USB cable.

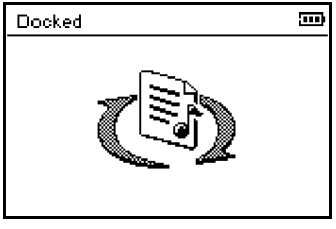


2 When your computer detects Zen, Creative MediaSource starts automatically. Transfer your music tracks (MP3 or WMA files) to Zen using the drag-and-drop method.

3 When you have finished transferring music tracks, disconnect Zen.
Wait till you see the *inactive* Docked screen before disconnecting Zen. DO NOT disconnect Zen if you see the *active* Docked screen on the LCD. Transfer is still in progress and disconnecting Zen may damage the tracks being transferred.



Inactive Docked screen



Active Docked screen

TIP You can also use Zen Media Explorer to transfer music tracks to Zen. For more information, refer to its online Help.

Creating and transferring playlists

With Creative MediaSource, organizing music tracks into playlists (tracks you have organized into lists) has never been easier. You can create as many playlists as you like and transfer these to Zen.

You can compile playlists using the drag-and-drop method, or automatically generate playlists based on your preferences using the Smart Playlist feature.

TIP

- For more information about using Creative MediaSource, refer to its online Help.
- You can also directly create playlists on Zen. For more information, see "Managing the list of selected tracks" on page 31.

Synchronizing music with your computer

You can use Sync Manager to update and synchronize music in Zen and your computer.

1. Connect Zen to your computer.
2. Start Sync Manager.
   You can start Sync Manager in either Creative MediaSource or Zen Media Explorer.
3. Select **My Computer** and **Zen** as the devices you want to synchronize, and then click **Sync Now**.
4. Select the **Audio** check box, and then click the **Next** button.
5. Follow the instructions on the screen.
6. Click the **Finish** button.

Playing and Managing Music

After transferring music to Zen, read on to learn how to get the most out of your player.

Adjusting volume

In the Now Playing screen, move your thumb up and down the Vertical Touch Pad to adjust the volume.

To adjust the volume when browsing the menu, press the Options button and select **Volume**.

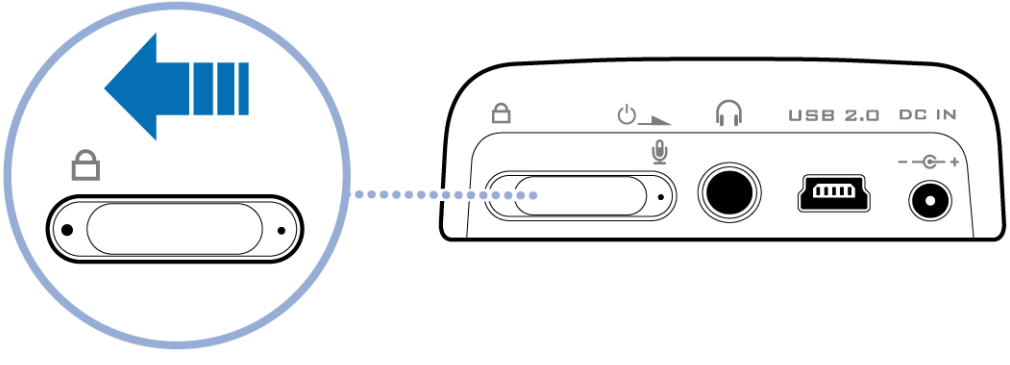
Locking Zen

Locking Zen disables all controls on Zen. Lock Zen when you want to prevent buttons from being accidently pressed.

You can lock Zen with your player's Power switch. To lock the optional Zen wired remote control, use the Lock switch on the wired remote control.

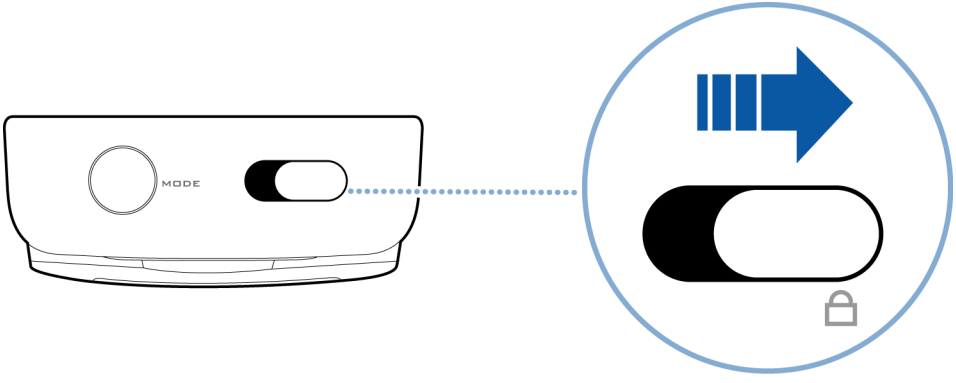
To lock Zen

Slide the Power switch towards the Lock icon. The Locked icon appears on the Now Playing screen.



To lock the Zen wired remote control

Slide the Lock switch towards the Lock icon.



Selecting and playing music tracks

You can search for music tracks by album, artist, genre or title. If you have created playlists (tracks you have organized into lists) on Zen, or transferred playlists from Creative MediaSource, you can search for music tracks in playlists as well.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Music Library** and select a music category, such as **Albums** or **Genres**. Select **All Tracks** if you want to search by track title.
3. Continue searching with the Vertical Touch Pad until you find what you want.

   At any time, press the Options button for more search and playback options.
4. To start playing a music track or a category of music tracks (like an album), scroll to the item and press the Play/Pause button.
   The currently playing track appears on the Now Playing screen. Firmly tap the Vertical Touch Pad when viewing the Now Playing screen to view the Selected Music screen. The Selected Music screen shows you your list of selected music tracks.
5. To add music tracks to the list of selected tracks, select a music track, and then select **Add to Selected**.

NOTE
- For more information about creating playlists on Zen, see "Managing the list of selected tracks" on page 31.
- Playlists cannot be transferred between Windows Media Player and Zen.

Searching for similar tracks

During playback, you can search for another track that is similar to the currently playing track. In the Now Playing screen, press the Options button and select **Lookup Artist** to start playing a similar track.

You can also select this option when viewing the Selected Music screen. Firmly tap the Vertical Touch Pad when viewing the Now Playing screen to view the Selected Music screen. The Selected Music screen shows you your list of selected music tracks.

Selecting tracks with Zen's DJ

Instead of selecting tracks yourself, you can let Zen's DJ pick out tracks for you.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Music Library ▸ DJ**.
3. Select **Album of the Day** to play an album of music tracks selected by Zen's DJ.
4. Select **Random Play All** to randomly play all tracks, including your recorded tracks.
5. Select **Most Popular** to play the most played tracks.
6. Select **Rarely Heard** to play the rarely player tracks.

Managing the list of selected tracks

Tracks you have selected for playback can be viewed and managed in the Selected Music screen.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Now Playing**.
3. Firmly tap the Vertical Touch Pad.
   The Selected Music screen appears.
4. Press the Options button and select one of the following playlist management options:
   - **Remove... ▸ Remove Track**
     Removes the current track from the list.
   - **Remove... ▸ Remove All**
     Clears the list.
   - **Save As Playlist**
     Saves the list as a playlist. Name the playlist using the characters in the list box that appears, and then select **Ok**.

TIP These playlist management options are also available in the Now Playing screen.

Shuffling and repeating the list of selected tracks

You can control how your list of selected tracks are played back by selecting a play mode.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Play Mode**.

3 Select one of the following items in the Play Mode screen:

- **Normal**
  Plays your selected tracks in sequential order.
- **Repeat Track**
  Repeats the current track. When you select this play mode, appears on the Now Playing screen.
- **Repeat All**
  Repeats all selected tracks. When you select this play mode, appears on the Now Playing screen.
- **Shuffle**
  Plays all selected tracks in random order, once only. When you select this play mode, appears on the Now Playing screen.
- **Shuffle Repeat**
  Plays and repeats all selected tracks, in random order. When you select this play mode, appears on the Now Playing screen.
- **Track Once**
  Stops playing after the current track ends. When you select this play mode, appears on the Now Playing screen.

TIP To change the play mode during playback, press the Options button and select Play Mode.

Searching within a track

You can search for a particular point within a track and start playing from there. For example, if you want to start playback one minute into a music track, you can pinpoint or *seek to* the one minute position and then play from there.

1 In the Now Playing screen, press the Options button and select **Seek To**.

2 Move your thumb up and down the Vertical Touch Pad to scroll to any point within the current track.

3 Firmly tap the Vertical Touch Pad to start playing from the selected position.

Using bookmarks

You can insert bookmarks during playback. A bookmark helps you mark a point within a track, so you can return to it at a later time.

For example, if you are listening to your recording of an interview, insert a bookmark if you need to stop halfway through. When you want to continue listening from where you left off, go to this bookmark.

You can use up to 10 bookmarks at any one time.

To insert a bookmark

1 In the Now Playing screen, press the Options button and select **Set Bookmark**.
Playback pauses and the Set Bookmark screen appears.

2 Select a bookmark number.
Your bookmark is assigned to the selected bookmark number. If all 10 bookmark numbers have been assigned, you can replace an existing bookmark with the new one.

To go to a bookmark

1 Press the Menu/Back button.
The main menu appears.

2 Select **Music Library** ▸ **Bookmarks**.

3 Select the bookmark that you want.

Listening to the radio

1 Press the Menu/Back button.
The main menu appears.

2 Select **FM Radio**.

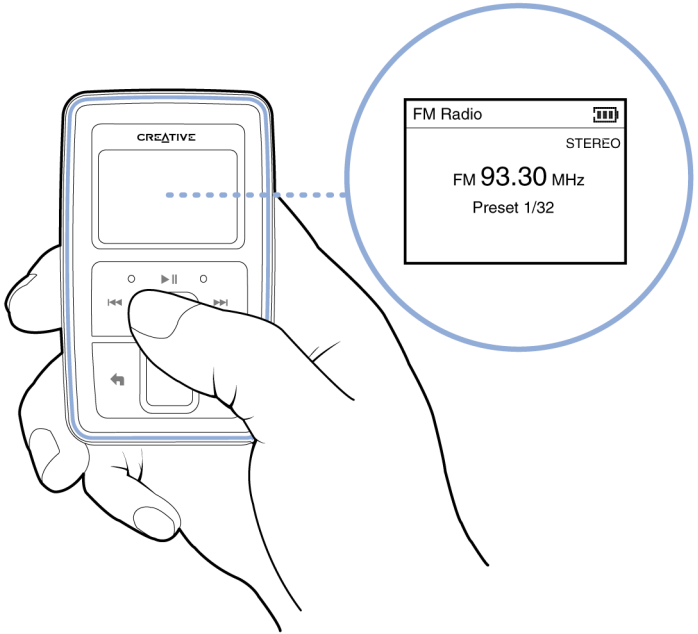
3 To automatically scan and save radio stations, press the Options button and select **Autoscan**.
The player scans for all radio stations with clear reception. At the end of the autoscan, Zen automatically saves all stations as presets and tunes in to the first preset.

4 Press the Next/Fast-Forward button or Previous/Rewind button to select a different preset.

NOTE

- Make sure your earphones are connected to your player when scanning for radio stations. The earphone cable acts as an antenna for radio reception.
- If you're using the optional Zen wired remote control, you can press the MODE button to switch between the Now Playing and FM Radio screens.

5 To fine tune or manually scan for a radio station, press the Play/Pause ▶II button to switch to the manual tuning view.



Manual tuning view
Preset information disappears in the manual tuning view.

6 Press the Next/Fast-Forward ▶▶I button or Previous/Rewind I◀◀ button to fine tune the radio frequency.

7 Hold down the Next/Fast-Forward ▶▶I button or Previous/Rewind I◀◀ button for one second to scan for the next available radio station.

8 To save a radio station as a preset, press the Options button, select **Save As Preset**, and then select a preset number.

Deleting radio presets

1 Press the Menu/Back button.
The main menu appears.

2 Select **FM Radio**.

3 Press the Next/Fast-Forward button or Previous/Rewind button to select the preset you want to delete.

4 Press the Options button and select **Delete Preset**.

Recording radio broadcasts

1 While listening to a radio broadcast, press the Options button and select **Record Radio** to start recording.

2 While recording, you can press the Options button and select one of the following items:

- **Pause**
  Pauses the recording. You can also pause the recording by pressing the Play/Pause button.
- **Split**
  Starts a new recording.
- **Stop**
  Stops and saves the recording.

3 The recorded track is named **FM** followed by the date and time of the recording (**FM YYYY-MM-DD HH:MM:SS**). For example, if you record a track on March 15, 2004 at 2:57 pm, the track is named **FM 2004-03-15 14:57:00**.

4 To view and play back recorded tracks, see "Playing recorded tracks" on page 38.

> **NOTE** Make sure your earphones are connected to your player when recording radio broadcasts. The earphone cable acts as an antenna for radio reception.

Recording with the built-in microphone

1 Press the Menu/Back button.
The main menu appears.

2 Select **Extras** ▸ **Microphone**.

3 Press the Play/Pause button to start recording.

> **TIP** For a clear recording, make sure you place Zen as close as possible to what you want to record.

4 While recording, you can press the Options button and select one of the following items:

- **Pause**
  Pauses the recording. You can also pause the recording by pressing the Play/Pause button.
- **Split**
  Starts a new recording.
- **Stop**
  Stops and saves the recording.

5 The recorded track is named **MIC** followed by the date and time of the recording (**MIC YYYY-MM-DD HH:MM:SS**). For example, if you record a track on March 15, 2004 at 2:57 pm, the track is named **MIC 2004-03-15 14:57:00**.

6 To preview your new recording, press the Options button and select **Preview**. To delete it, select **Delete Recording**.
To view and play back recorded tracks, see "Playing recorded tracks" on page 38.

Playing recorded tracks

1 Press the Menu/Back button.
The main menu appears.

2 Select **Music Library** ▸ **Recordings**, and select the recording you want to play.

Deleting tracks

1 Press the Menu/Back button.
The main menu appears.

2 Select **Music Library**.

3 Continue searching with the Vertical Touch Pad until you find the track or category of tracks that you want to delete.

4 Press the Options button and select **Delete Playlist**, **Delete Album**, **Delete Artist**, **Delete Genre** or **Delete Track**.
For more song management tasks, connect your player to your computer and use Creative MediaSource.

Viewing track information

To view detailed information about a track, such as its duration, scroll to the track, press the Options button, and select **View Details**.

Viewing player information

You can view player information, such as hard disk space and the total number of tracks, in the Information screen.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **System** ▸ **Information**.

Using Zen's Organizer Features

Zen stores your contacts, calendar events and tasks from Microsoft Outlook®. Read on to learn how to use these organizer features.

Synchronizing with Microsoft Outlook

1. Connect Zen to your computer.
2. Start Sync Manager.
   You can start Sync Manager from Zen Media Explorer or Creative Media Source.
3. Select the My Computer and Zen as the devices you want to synchronize, and then click **Sync Now**.
4. Select the information you want to import from Microsoft Outlook, and then click the **Next** button.
5. Follow the instructions on the screen.
6. Click the **Finish** button.

> **TIP** You can also use Sync Manager to synchronize music tracks between Zen and your computer. For more information, see "Synchronizing music with your computer" on page 25.

Viewing the calendar

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Extras** ▸ **Organizer** ▸ **Calendar**.
3. Use the Next/Fast Forward and Previous/Rewind buttons to scroll between months, and use the Vertical Touch Pad to scroll between the days in the selected month.

4 Firmly tap the Vertical Touch Pad to view the events and to-do list of the selected day.

Viewing today's tasks

1 Press the Menu/Back button.
The main menu appears.

2 Select **Extras** ▸ **Organizer** ▸ **Tasks**.

Viewing contacts

1 Press the Menu/Back button.
The main menu appears.

2 Select **Extras** ▸ **Organizer** ▸ **Contacts**.

3 Select a name in your contact list to view details about the selected person.

Storing Data Files in Zen

You can use Zen to store backup copies of your computer's data files, or use it to transfer files from one computer to another.

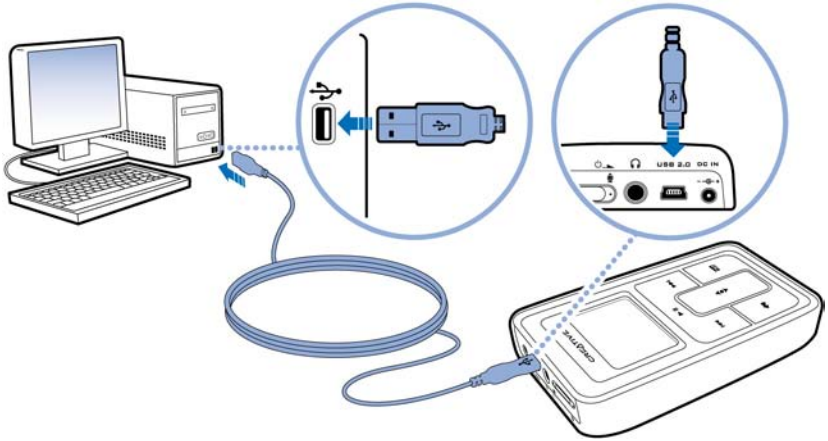
Use Zen Media Explorer if you need to transfer data files between Zen and your computer. Zen Media Explorer is automatically installed when you set up the Zen software on your computer. If you want to use Zen to transfer files between different computers, make sure you set up the Zen software on these computers.

If you are using a shared computer in school or at the office, and installing Zen Media Explorer is not possible, you can still transfer data files. However, you must enable Zen's Removable Disk mode when you do this.

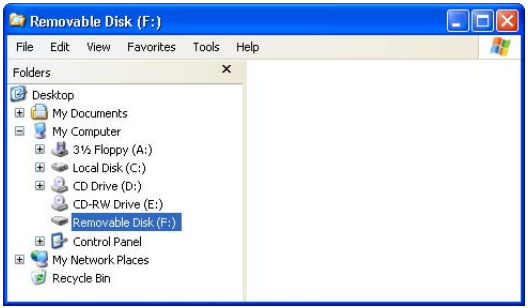
Using Zen as a Removable Disk

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Extras ▸ Removable Disk**.
   When you select this menu item for the first time, you must select the amount of hard disk space you want to use for the Removable Disk mode.
3. When you see the **Removable Disk** icon on Zen's LCD, you are ready to transfer data files to and from any computer.

4 Connect Zen to your computer using the supplied USB cable.



Zen appears as a Removable Disk under **My Computer** in Windows Explorer.



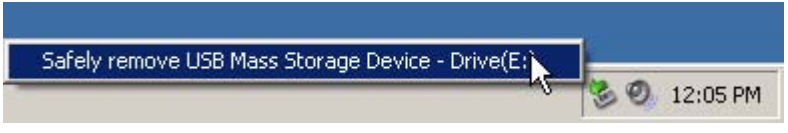
5 Use the drag-and-drop method in Windows Explorer to copy files to and from Zen.

6 When you have finished copying files, safely disconnect Zen using the **Windows Eject** or **Safely Remove Hardware** icon on the Taskbar. Follow these steps below to safely disconnect your player:

> **CAUTION!** Only disconnect Zen after the **Do not Disconnect** message disappears from the LCD. If not, your player may not be able to function normally.

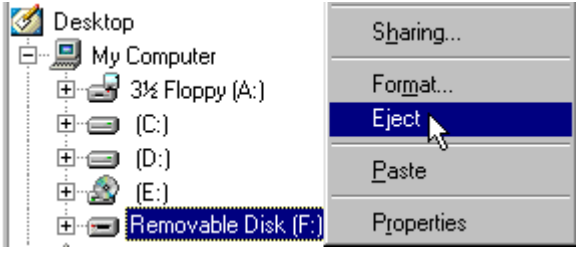
To stop your player in Windows XP, Windows 2000 or Windows Me

Click the **Safely Remove Hardware** icon on the Taskbar, click **Safely remove USB Mass Storage Device**, and disconnect your player when you are prompted to do so.



To stop your player in Windows 98 SE

In Windows Explorer, right-click the **Removable Disk** icon, click the **Eject** option, and disconnect your player when you are prompted to do so.



7 To return to the Now Playing screen and continue listening to music on Zen, press the Menu/Back button.

Remember to disconnect Zen first. Zen cannot return to the Now Playing screen if the USB cable is still connected to it.

NOTE

- Data files saved in the Removable Disk mode hard disk space cannot be viewed or managed with Zen Media Explorer.
- Similarly, data files transferred to Zen using Zen Media Explorer cannot be viewed or managed in Removable Disk mode.

Changing the amount of hard disk space used in Removable Disk mode

You can change the amount of hard disk space that can be used in Removable Disk mode at anytime.

1 Press the Menu/Back button.
The main menu appears.

2 Select **Extras** ▸ **Removable Disk**.

3 Press the Options button, select **Set Capacity**, and select the capacity that you want.
Before you can decrease the amount of hard disk space, the existing data files stored in Removable Disk mode must be able to fit into the decreased space.

NOTE
- To delete all the data files in the Removable Disk hard disk space, press the Options button and select **Format**.
- Use Windows Explorer if you want to delete individual data files stored in Removable Disk mode.

4 Alternatively, connect Zen to your computer and use Creative Removable Disk Manager to increase or decrease the amount of hard disk space that can be used in Removable Disk mode.

TIP
- Creative Removable Disk Manager is included with your player and is automatically installed when you set up the Zen software on your computer.
- To start Creative Removable Disk Manager, click **Start** → **Programs** or **All Programs** → **Creative** → **Creative Removable Disk Manager** → **Creative Removable Disk Manager**.

Personalizing Zen

Zen's settings can be adjusted to suit your needs.

Adjusting Vertical Touch Pad settings

You can change the Vertical Touch Pad's sensitivity, and turn the Vertical Touch Pad's clicking sound on or off.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **System** ▸ **Player Settings** ▸ **Touch Pad**.
3. To adjust the Vertical Touch Pad's sensitivity, select Sensitivity and use the Vertical Touch Pad to scroll to the setting that you want.
4. To turn the clicking sound on or off, select **Clicker: On** or **Clicker: Off**.

Setting the date and time

1. Press the Menu/Back button.
   The main menu appears.
2. Select **Extras** ▸ **Date & Time**. The current date and time are displayed.
3. Press the Options button and select **Set Time** or **Set Date** to change the time or date settings respectively.
4. You can adjust how the date and time are displayed by selecting **Date Separator**, **Date Format** and **Time Format**.

Setting the alarm

1 Press the Menu/Back button.
The main menu appears.

2 Select **Extras** ▸ **Date & Time**. The current date and time are displayed.

3 To adjust time, date and alarm settings, press the Options button and select **Set Alarm**.

Using Zen's equalizer (EQ)

EQ is Zen's collection of equalizer settings that enhance the sound of your music. You can select equalizer settings to suit the genre or style of your music, or customize your own setting.

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Audio Settings** ▸ **EQ**.

3 Select one of the EQ menu items.
When an EQ setting is selected, appears on the Now Playing screen.

To create a customized equalizer setting

1 In the EQ screen, select **Custom EQ**.
Each slider on the Custom EQ screen represents successively higher frequencies that can be adjusted.

- **80** controls bass frequency
- **250** controls the low mid-range frequency
- **1k** controls the mid-range frequency
- **4k** controls the upper mid-range frequency
- **13k** controls the treble frequency.

2 Select a slider, and move your thumb up and down the Vertical Touch Pad to move the slider up or down to vary the amount of boost or reduction in the selected frequency range.

3 Firmly tap the Vertical Touch Pad to confirm the setting for the selected slider.

4 Repeat steps 2 and 3 for the remaining sliders.

5 Select the check mark ☑ to save and enable the **Custom EQ** settings.

Setting playback at a constant volume

You can limit the volume range of playback with Smart Volume. When enabled, Smart Volume sets playback at a constant volume, so you do not have to continually adjust the volume when you play back different tracks.

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Audio Settings** ▸ **Smart Volume: On**.

Labeling Zen with your name

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Player Settings** ▸ **Owner**.

3 Spell out your name using the characters in the list box that appears, and then select **Ok**.

Setting the backlight duration

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Player Settings** ▸ **Backlight Time**.

3 Use the Vertical Touch Pad to scroll to the backlight duration that you want.

Setting the display contrast

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Player Settings** ▸ **Contrast**.

3 Use the Vertical Touch Pad to scroll to the contrast setting that you want.

Setting the idle shutdown time

You can specify how long Zen remains inactive before it automatically shuts down. This feature helps you conserve battery power.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **System** ▸ **Player Settings** ▸ **Idle Shutdown**.
3. Use the Vertical Touch Pad to scroll to the timing that you want.

Enabling Sleep Timer

You can specify a fixed period of time before Zen automatically turns off. When enabled, Sleep Timer overrides the Idle Shutdown settings.

1. Press the Menu/Back button.
   The main menu appears.
2. Select **System** ▸ **Player Settings** ▸ **Sleep Timer**.
3. Use the Vertical Touch Pad to scroll to the timing that you want.

Changing the menu language

1. Press the Menu/Back button.
   The main menu appears.
2. Select **System** ▸ **Language**, and select the language that you want.

Resetting Zen

You can reset Zen to its original settings.

1 Press the Menu/Back button.
The main menu appears.

2 Select **System** ▸ **Reset Settings**.

Adding and removing main menu items

You can personalize the main menu by adding and removing menu items. For example, if you usually search for songs by album, you can add Albums to the main menu so you can access the Albums screen more easily.

1 Press the Menu/Back button.
The main menu appears.

2 Press the Options button and select **Configure Menu**.

3 Select the check boxes to add menu items and clear the check boxes to remove these menu items from the main menu.

4 To change the order of the menu items, press the Options button and select **Change Order**.

5 Use the Vertical Touch Pad to change the position of the the highlighted menu item.

6 To revert to the default menu settings, press the Options button and select **Default Menu**.

Frequently Asked Questions

If the tips and advice in this chapter do not answer your question, refer to the Creative Knowledge Base for more information. Creative's 24-hour self-help Knowledge Base helps you resolve and troubleshoot technical queries. Go to www.creative.com and select your region.

What are the minimum system requirements for setting up Zen's software?

- Microsoft Windows XP, Windows 2000, Windows Millennium Edition (Me) or Windows 98 Second Edition (SE)
- Intel® Pentium® II 350 MHz, AMD®-K6-2® 450 MHz or better processor (Pentium III 450 MHz or higher recommended for MP3 encoding)
- CD-ROM/DVD-ROM drive with digital audio extraction support
- USB 1.1 (USB 2.0 port recommended for faster transfers)
- 64 MB RAM (128 MB recommended)
- 30 MB free hard disk space (more for audio content storage)
- Internet connection for Internet content downloading and CDDB2™ support (any charges incurred are the responsibility of the user)

NOTE The software applications on your player's Installation and Applications CD may have higher requirements for basic functionality. Refer to each application's documentation for details.

Should I leave Zen plugged into the Power Adapter?

No, you should not. After charging the battery or using Zen, disconnect it from the Power Adapter. Leaving it plugged in leads to heat buildup, which is not good for Zen or its battery.

Can I jog with my Zen?

You should not subject Zen to continuous shocks, such as those that are likely to occur while you jog or run.

Can I transfer DRM protected files to my player?

Yes. To transfer DRM protected WMA files to Zen, you can use Creative MediaSource or Zen Media Explorer.

Can I use the player for portable data storage?

Yes, you can. For more information, see "Storing Data Files in Zen" on page 42.

If I damage or lose my Power Adapter, can I buy a similar, off-the-shelf adapter?

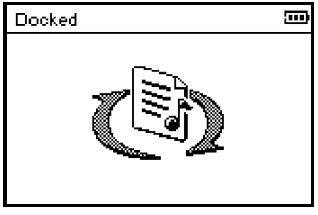
No. An off-the-shelf adapter may not be compatible with Zen, and may even damage it. You should get a replacement Power Adapter from Creative at **www.creative.com**, or your local Creative office/distributor.

I have to recharge Zen's battery quite often. Is there anything I can do to make it last longer?

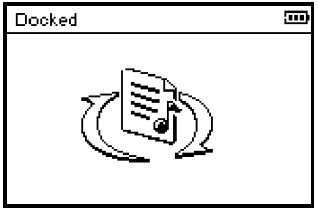
Generally, any operation requiring Zen to access the hard disk uses battery power. Consequently, filling your player to capacity is not recommended. However, some operations consume more battery power:

- a long backlight timeout setting. A shorter timeout conserves battery power.
- a high contrast setting. Position the player so that you can read the display without using a high contrast setting.
- fast-forwarding or rewinding.
- turning the player on and off too many times.
- prolonged use at high volumes.

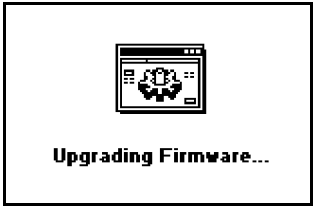
One of the following diagrams appears on the LCD. What does it mean?



Your computer is actively managing your player. Warning: DO NOT disconnect your player while your computer is still actively managing it.

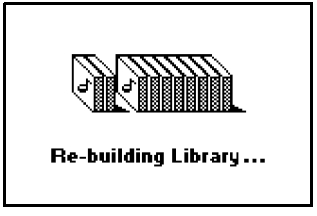


Your computer is not actively managing your player. To use your player, disconnect it from your computer.

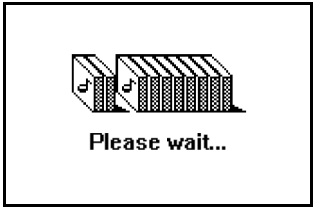


You are upgrading your player's firmware.

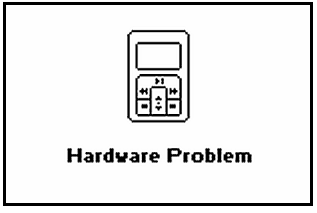
The firmware upgrade is complete. Reset your player to enable the new firmware to take effect. To reset your player, see "How do I reset Zen?" on page 58.



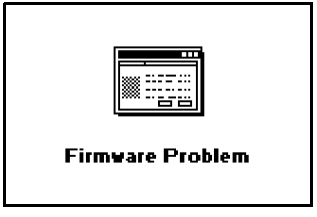
There was an unexpected power loss during audio file transfer. Use you player only after this library rebuilding is completed.



Your hard disk drive is updating the tracks in your player. This occurs after transferring tracks to your player and unplugging it.



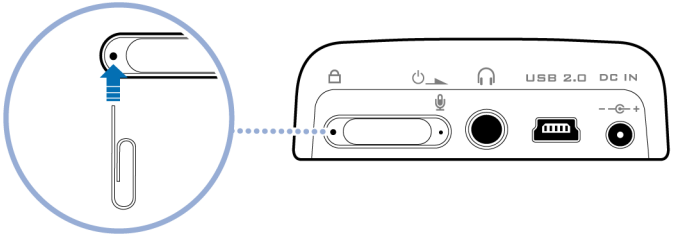
There was an unexpected power loss while saving settings. Reload the firmware, download a newer firmware version or contact Customer Support Services.



The firmware is corrupted. Reload the firmware, download a newer firmware version or contact Customer Support Services.

How do I reset Zen?

You can solve most problems with Zen by resetting it. To reset Zen, insert one end of a paper clip into the Reset hole.



WARNING! Take care to insert the paper clip into the Reset hole and **NOT** the Microphone.

Zen does not turn on or stops responding. What do I do?

- Make sure the Power switch is not in the Lock position.
- If you're using the optional Zen wired remote control, make sure the wired remote control's Lock switch is not is the Lock position.
- Your battery may need to be recharged. Connect your player to the Zen Power Adapter, and then connect the Power Adapter to a power outlet. If necessary, turn on the power outlet.

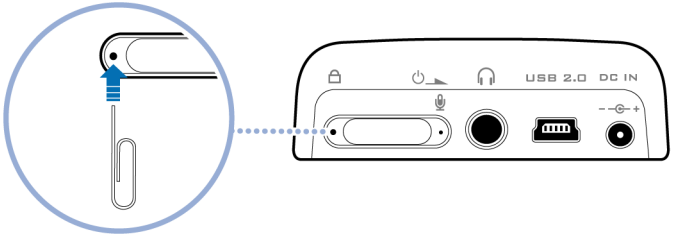
Do I need to defragment Zen hard disk drive?

Zen may occasionally operate at less than optimal performance for a number of reasons, for example, if Music Library is rebuilt frequently when no changes are made to it. Selecting **CleanUp** in Zen's Recovery Mode menu cleans, rebuilds and reorganizes Music Library and restore it to optimal efficiency. Save a copy of Zen's content before cleaning up your player.

To clean up Zen's hard disk drive

1 Turn off Zen.

2 Slide the Power switch towards the Power icon and hold it there while inserting one end of a paper clip into the Reset hole.
The Recovery Mode screen appears when Zen turns on.



WARNING! Take care to insert the paper clip into the Reset hole and **NOT** the Microphone.

3 Four menu items are available in the Recovery Mode screen: **CleanUp**, **Format All**, **Reload Firmware** and **Reboot**.

4 To clean up your player's hard disk drive, select **Cleanup**.

5 When the clean up is complete, select **Reboot**. Your player restarts and starts rebuilding Music Library.

CAUTION!
- Selecting **Format All** clears Zen's hard disk and erases all hard disk content. Back up your player's content before formatting your player.
- Selecting **Reload Firmware** erases your player's firmware. DO NOT Select the **Reload Firmware** unless you have downloaded a newer firmware version for Zen, or have been advised to do so by the Creative Customer Services center.

My optional Zen wired remote control is not working. What do I do?

- Make sure the wired remote control's Lock switch is not in the Lock position.
- Make sure the wired remote control is properly connected to Zen, and the earphones are properly connected to the wired remote control.

What is PC Music Library?

PC Music Library is your collection of digital audio tracks in Creative MediaSource. In Creative MediaSource, you can have more than one PC Music Library. When sharing the same computer, multiple users can each have their own music library, each with its own settings. However, only one music library can be active at one time.

Can PC Music Library be automatically updated?

Yes. You can use the Media Sniffer tool in Creative MediaSource to monitor or 'watch' folders in your computer. With Media Sniffer enabled, PC Music Library is updated when tracks in monitored folders are added, deleted or moved. This helps to prevent broken links in PC Music Library. For more information about using Creative MediaSource, refer to its online help.

Where can I get more information on Creative products?

Visit **www.creative.com** and select your region or country for updates and downloads relating to all Creative products.

Safety Advice

Refer to the following information to use your player safely, and to reduce the chance of electric shock, short-circuiting, damage, fire, hearing impairment or other hazards.

- Do not dismantle or attempt to repair your player, battery or power adapter.
  Refer all servicing to Creative or authorized repair agents.
- Do not expose your player or battery to temperatures outside the range of 0°C to 45°C (32°F to 113°F).
- Do not pierce, crush or set fire to your player or battery.
- Keep your player or battery away from strongly magnetic objects.
- Do not subject your player to excessive force or impact.
- Do not expose your player or battery to water or moisture.
- If your player is moisture-resistant (see product packaging for details), take care not to immerse your player in water or expose it to rain.
- Do not listen to audio at high volume for prolonged periods of time.
- Do not attempt to remove the embedded battery. The player must be disposed of according to local environmental regulations. To replace the battery, return your player to your regional support office. For product service information, go to www.creative.com.

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NOTE Improper handling may void the warranty for your player. For more information, read the Warranty available with your product.

General Specifications

Size (WxHxD)

- 62 mm (2.4") x 95 mm (3.7") x 19.5 mm (0.8")

Weight

- 140.5 g (4.96 oz) with battery

Power Source

- Embedded rechargeable battery
- Powered USB port
- Power outlet

Battery Life

- MP3 128 kbps: Up to 11 hours of continuous playback with a full battery charge

Playback Formats

- MP3: Up to 320 kbps
- WMA: Up to 384 kbps variable bitrate
- WMA with Digital Rights Management (DRM) 9

Recording Formats

- Voice (via built-in microphone): IMA ADPCM (16 kHz, Mono)
- FM Radio: IMA ADPCM (22 kHz, Stereo)

FM Radio

- Stereo and Mono
- Up to 32 preset stations
- FM region support
  International: 87.5 MHz ~ 108.0 MHz, 100 kHz intervals
  Japan: 76.0 MHz ~ 90.0 MHz, 100 kHz intervals

MP3 Playback Performance

- Signal-to-Noise Ratio: Up to 96 dB
- Channel Separation: Up to -63 dB
- Frequency Response: 20 Hz ~ 20 kHz
- Harmonic Distortion Output: <0.12%

Connectors

- Headphone jack: 3.5 mm (1/8") stereo minijack, 25 mW per channel
- USB 2.0 port: Standard USB mini-B receptacle
  USB 2.0 (High speed)
  USB 1.1 (Full speed)
- DC IN jack: 5 V, 1.5 A

LCD

- 160 x 104 pixel display with white LED backlight

Firmware Support

- Upgradable via USB (firmware upgrades are available from **www.creative.com**)

Earphone Specifications

- Frequency Range: 20 Hz ~ 20 KHz
- Sensitivity: 111 dB ±5 dB (I/P Level:1 mW)
- Impedance: 32 Ω ±15%
- Plug: 3.5 mm (1/8") stereo minijack